

## Flexible Homelessness Outreach Support Service

Flexible Homelessness Outreach Support Service assists people with complex needs to progress from emergency and temporary accommodation and other homeless services into a place of their own.

Evidence shows that giving people a permanent tenancy gives them greater safety, security and stability and reduces the risk of repeat cycles of homelessness.

There is a need to improve the outcomes for people with long, repeat periods of homelessness and reduce the time it takes to move into a permanent tenancy.

Previously, multiple providers offered a range of different types of support across the city. However by pooling resources and streamlining the service provision, the support offered is more consistent and integrated, providing a better chance of the individual moving to settled accommodation.

Turning Point Scotland and Loretto Care are working together to offer this city-wide.

## Contact

### In the South

209 Govan Road, Glasgow G51 1HJ  
T 0141 419 4520  
E fhossgovan@turningpointscotland.com  
Contact Number 0800 027 4485

Unit 6, 69 Dixon Road, Govanhill, Glasgow G42 8AT  
T 0141 406 4380

Unit 6, The Wedge, Barrhead Road, Pollok, Glasgow G53 5AB  
T 0141 406 4370


### In the North West

FHOSS North West Hub, 1880-1882 Dumbarton Road, Scotstoun, Glasgow G14 0YA  
T 0141 434 0518  
E fhossnorthwest@turningpointscotland.com

Suite 11, 74-76 Firhill Road, Firhill, Glasgow G20 7BA  
T 0141 404 1185

3 Gairbraid Avenue, Maryhill, Glasgow G20 8YA  
T 0141 406 4400

Turning Point Scotland  
54 Govan Road  
Glasgow  
G51 1JL  
T 0141 427 8200  
F 0141 427 8201  
E info@turningpointscotland.com  
W www.turningpointscotland.com

 Find us on Facebook  
[www.facebook.com/turningpointscotland](http://www.facebook.com/turningpointscotland)

 and follow us on Twitter @turningpointscotland



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Turning Point Scotland  
Glasgow  
Flexible Homelessness  
Outreach Support Service



## The aims of the Flexible Homelessness Outreach Support Services are:

- *Reduce the length of time people remain in homelessness services*
- *Reduce repeat presentations*
- *Reduce the risks leading to homelessness*
- *Increase the number of people sustaining their own tenancies*



### Who is the service for?

The Flexible Homelessness Outreach Support Service supports people with repeat presentations of homelessness with complex needs including mental health vulnerabilities, physical or learning disabilities, alcohol or substance dependency issues.



### What will the service offer?

The Flexible Homelessness Outreach Support Service offer an integrated needs-led holistic approach to supporting people with complex needs.

The aim is to build resilience, confidence and the skills to maintain and sustain their own tenancies within the community setting.

The Flexible Homelessness Outreach Support Service will work with people aged 16+, assessed as being homeless and who Glasgow City Council has a statutory duty to provide support for. The service will also work preventatively to support people at risk of homelessness.

**The service will be provided 365 days a year from 8am – 8pm**

The North West or South Area Community Homelessness Team will be the primary route for admission to the service – their initial assessment of housing need will inform the resettlement plan. Referrals to the service will be made via a single point of contact. In addition, the service will accept referrals from other sources (HSCP, CATs, Recovery Hub etc) subject to discussion with the local Community Homelessness Team to ensure the homeless duty is accepted.

A rapid response will ensure a key worker is allocated and an initial meeting arranged within 24 hours. Our service will meet people where they are (temporary furnished flat, bed and breakfast, own tenancy or community facilities). We will use Peer Support Practitioners implementing principles from Housing First and using assertive outreach approaches to increase engagement with the hardest to reach people.